

Mediasite Customer Assurance

Often the people behind the product become one of your most important factors in choosing a technology solution. With a Mediasite Customer Assurance maintenance and support plan, you can always count on the Sonic Foundry team.

Customer Assurance gives you peace of mind in knowing that you have access to our expert technical skills and the latest versions and updates for your Mediasite software. Our responsive support team is committed to the success of your Mediasite solution and resolving your technical issues quickly. With Customer Assurance, rest assured that your Mediasite investment is well-protected, so you can focus on what you do best.

Your annually renewable Customer Assurance plan includes:

Software maintenance

- Version upgrades, maintenance releases and hot fixes for your Mediasite products or add-ons under contract*
- Convenient software downloads from your customized and protected Customer Assurance Portal

** Does not include migrations from one software product to another.*

Technical support

- Prioritization of your support inquiry as a Customer Assurance client
- Rapid response and resolution
- Available via phone, email and web during standard business hours (excluding holidays)

Expanded Mediasite Recorder warranty

- Extension of the standard 90-day limited warranty to 12 months
- Full coverage of parts and labor for all supplied Mediasite Recorder hardware and cables

24/7 access to your Customer Assurance Portal

- Complete product documentation and release notes
- Online catalog of mediasited training modules
- Technical planners to help you integrate Mediasite into your network or communication environments
- Mediasited tutorial-style Tech Tips
- Knowledge Base with answers from our technical support experts

Advanced Recorder replacement*

- Advanced replacement of failed or defective Mediasite Recorder hardware
- Immediate dispatch of the required components or unit directly to you or your Mediasite reseller

** Available within Continental US only. Requires Sonic Foundry confirmation of product failure and approval of replacement.*

